**FRIENDS AND FAMILY TEST RESULTS**

**TOTAL NUMBER OF RESPONSES RECEIVED FOR THE MONTH: June 2022**

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| **Q1** | **We would like you to think about your recent experience of our service.**  **How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?** | Very Good | **295** |
| Good | **95** |
| Neither | **15** |
| Poor | **6** |
| Very Poor | **6** |
| Don’t Know |  |

|  |  |
| --- | --- |
| **Q2** | **What was good about your visit?**  Very pleasant receptionist and nurse lovely, gentle and caring  Because you have always been very helpful to me  So helpful and spoke in terms we could clearly understand and went above and beyond again  Blood test - seen on time and a nice friendly nurse  Follow up appointment after a blood test. Appointment timely and convenient. Results and feedback given regarding managing problem, and any future flare ups.  The nursing were friendly, helpful, polite and very professional  Because the doctor I saw was very thorough, and explained why l was receiving the medication  The inr nurse today was most helpful as she always is  The service met my expectations  Same day appointment to see a doctor face to face and treatment booked fir two day later.  Efficient and excellent service  The nurse was very professional in her approach to me and set me at rest whilst carrying out in the execution of her duty  The lady who booked my daughter’s appt was really helpful and another lady in the team gave us a note to hand into school to confirm this appt if needed too. Both GPs we spoke to in our appt were really helpful and informative. Thank you all  Nurse was very careful and patient doing what she thought was the best thing to do, lovely lady  Efficient and helpful staff both receptionist and nurse. Gave me a mask as I couldn’t find mine. Went the extra mile to be helpful  Such a lovely doctor who was so kind and helpful  Very helpful receptionists and doctors are wonderful  Asthma consultant was very good and through. Felt fully informed about my condition and treatment  The appointment was easily arranged and I was seen at exactly the arranged time. The Dr listened to my concerns and checked my persistent symptoms and explained several possible causes. He arranged a follow up blood test and was very reassuring and professional.  Arranging the requested blood test was early to arrange and the receptionist was very polite and helpful  Managed to get an appointment for my daughter the same morning  Great service with real attention appreciated. Visit 10 out of 10  Staff and doctors always give first class care to patients  Receptionist listened to my issues with asthma and put me in for a same day appointment with Dr Rajesh. He listened to my concerns and I didn’t feel rushed. Excellent service. A lovely doctor. Thank you  I am new to this general practice, whilst I cannot vouch for myself remaining permanently satisfied, so far, I cannot fault this local service  I called for an appointment at 8.15am and saw the doctor at 11am. The doctor was friendly, sympathetic and professional. He gave me the impression he was interested in my problem and wanted to help me. Overall, l was very happy with my visit  Happy with how quick I got appointment but not with the unnecessary 25min wait  GP very helpful and understanding and sympathetic to emotions  I have never looked forward to be being injected so much. Was wary because of the amount of inflammation in the joint but it went like a dream. SO relieved and grateful not to have to travel to Broomfield. Appreciate Dr Rahmans skills very much. King of Pins!  Charlotte, the diabetes Nurse was knowledgeable, thoughtful and professional throughout. I’ve never felt more at ease or looked after during an appointment.  Everything was done well to the receptionist to the nurse. Clean and organised location  Seen on time. Receptions pleasant/ efficient. Nurse introduced herself. Had my records . Checks my details. Made sure I understood questions. Not rushed . The clinical room was clean and tidy. Reception area clean welcoming  Very prompt appointment, very sympathetic nurse, excellent service. Have been a long term patient at this surgery and have noticed a dramatic improvement compared to 5 years ago  The whole experience of a kind and caring environment, from reception to the doctor  Very well run practice  Doctor gave me good advise and instruction. The reception and pharmacy staff where also very helpful  My appointment was cancelled due to nurse calling in sick but when I called up I became distressed as I needed blood test for hospital appointment and the lovely lady on the phone was extremely sympathetic, kind caring and made it possible for me to come in at an earlier time and she fitted me in.  Fantastic advice and very thorough checks and conversation about my child  Everything was top class service, compared to comments generally made about GP surgeries |